

## REMARKS

The Final Office Action mailed September 19, 2006, has been reviewed and these remarks are responsive thereto. Claims 1, 11 and 16 have been amended. Claims 6 and 12 have been canceled. Claims 1-5, 7, 9-11, and, 15 and 16 remain pending in this application and currently stand rejected. No new matter has been added.

### ***Claim Rejections Under 35 U.S.C. §103***

Claims 1-7, 9-12, 15 and 16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bourgart (U.S. Application Publication No. 2004/0038646 A1) (hereinafter *Bourgart*) in view of Grenning (U.S. patent No. 5,706,333) (hereinafter *Grenning*) and Amado (U.S. patent No. 5,701,400) (hereinafter *Amado*). Claims 1, 11 and 16 have been amended, and Applicant respectfully submits that the amendments overcome this rejection and add no new matter.

Amended Claim 1 recites a computer-implemented method for troubleshooting a problem associated with a cellular network site comprising, *inter alia*, storing the symptoms in a provisional rules list when none of the plurality of rules are invoked.

Amended Claim 11 recites an expert system for troubleshooting a problem in a cellular network site comprising, *inter alia*, a knowledge database connected to the inference engine, wherein the knowledge database comprises a plurality of rules used to provide potential solutions to the problem, wherein the plurality of rules comprise a plurality of if-then statements wherein the if portion corresponds to the problem and the then portion corresponds to a potential solution, and wherein at least a portion of the knowledge database is populated with the plurality of rules using a knowledge acquisition facility (KAF) comprising a software application for interviewing cellular network site engineers, wherein the knowledge database stores symptoms of a problem in a provisional rules list when none of the plurality of rules are invoked.

Amended Claim 16 recites a computer-readable medium having computer-executable instructions which, when executed on a computer, cause the computer to perform a method for troubleshooting a problem associated with a cellular network site comprising, *inter alia*, storing the symptoms in a provisional rules list when none of the plurality of rules are invoked.

*Bourgart* discloses a maintenance system for maintaining a telecommunication installation using a maintenance server, said installation comprising equipment units, installation

management means and communication means for communication between a network line and the equipment units and the management means, is characterized in that it comprises a portable assistance device for deriving information on the type of the installation and on at least one fault in the installation in order for the maintenance server to select a maintenance session as a function of the information transmitted by the assistance device and to show instructions on the assistance device. (See *Bourgart* paragraph [0010].) *Bourgart* discloses a maintenance server SM that contains an expert system SE capable of selecting a predetermined maintenance session from a library of maintenance sessions as a function of information in the client's responses transmitted by the device DAS, to questions put by the server SM at the start of a maintenance procedure. (See *Bourgart* paragraph [0042].) *Bourgart* also discloses if in step E7 the expert system SE cannot find a maintenance session matching the responses relating to the characteristics and to at least one fault of the installation, or if the reported fault or faults have not disappeared in step E10, the server SM transmits a message to the assistance device DAS in step E12 to prompt the client to make an appointment with an operator of the service provider managing the installation ITC. (See *Bourgart* paragraph [0058].)

*Grenning* discloses a test system controller 126 for use in a cellular telephone network that performs fault diagnosis using a rule based expert system. (See *Grenning* column 16 lines 25-26.)

*Amado* discloses combining an EIS building tool and expert system building tools with database management instruments (a) applying expert knowledge to any information contained in databases and reports, (b) linking the expert system results, hereby called diagnostics, with selected related data on the databases and reports, as defined by the user, and (c) presenting a query interface capable of structuring and showing the resulting diagnostics and the original linked data according to user preferences such as actions and priorities. (See *Amado* column 24 lines 14-23.) *Amado* discloses an Auto-Intelligence.TM. knowledge acquisition tool by IntelligenceWare Inc. of Los Angeles Calif. that generates expert systems for heuristic decision-making tasks by interactively interviewing human expert. (See *Amado* column 16 lines 41-44.)

In contrast to the claimed invention, the combination of *Bourgart*, *Grenning* and *Amado* fails to teach or suggest storing the symptoms in a provisional rules list when none of the plurality of rules are invoked. While *Bourgart* may mention steps to resolve persisting faults,

*Bourgart* fails to teach or suggest storing the symptoms in a provisional rules list when none of the plurality of rules are invoked. Instead, *Bourgart* discloses creating an appointment for a service call to address the reported fault. (See *Bourgart* paragraph [0058].) In *Bourgart*, once an operator has resolved the reported fault, the operator uploads information about how the fault was resolved to a server. (See *Bourgart* paragraph [0058].) Applicant submits that *Bourgart* does not include a provisional rules list, and therefore fails to teach or suggest storing symptoms in the list when none of the rules are invoked to resolve problems associated with a cellular cite. Both *Grenning* and *Amado* fail to teach or suggest using a provisional rules list, much less storing the symptoms in a provisional rules list when none of the plurality of rules are invoked. Accordingly, independent Claim 1 patentably distinguishes the present invention over the cited art. Dependent Claims 2-5, 7, 9 and 10 are also allowable at least for the reasons described above regarding Independent Claim 1, and by virtue of their dependency upon independent Claim 1. Accordingly, Applicant respectfully requests withdrawal of this rejection of dependent Claims 2-5, 7, 9 and 10.

Claims 11 and 16 include limitations similar to the limitations mentioned above with respect to Claim 1, and are patentably distinguishable from the cited art for the reasons mentioned above with respect to Claim 1. Accordingly, Applicants respectfully request withdrawal of this rejection of Claims 11 and 16. Dependent Claims 14 and 15 are also allowable at least for the reasons described above regarding independent Claim 11, and by virtue of their dependency upon independent Claim 11. Accordingly, Applicant respectfully requests withdrawal of this rejection of dependent Claims 14 and 15.

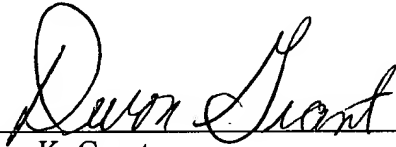
**CONCLUSION**

A request for a three-month extension of time is requested for the period of December 19, 2006, through March 19, 2007, and is submitted with this amendment.

In view of the foregoing amendments and remarks, this application is now in condition for allowance. A notice to this effect is respectfully requested. If the Examiner believes, after this amendment, that the application is not in condition for allowance, the Examiner is invited to call the Applicants; attorney at the number listed below.

Respectfully submitted,  
MERCHANT & GOULD, LLC

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